

Temos Distinguished Values

What we offer

Temos is the first and only certification body worldwide focusing with its quality programs on international patient management from the medical and non-clinical service perspective.

Temos Headquarters

- German based company with 17 regional offices worldwide
- Neutral and independent certification body (no obligations or conflicts of interests towards any association, governments, etc.)
- Registered legal entity in the German Commercial Register
- Located in a Technology Park near Cologne with more than 120 companies
- Spin-off company of an European research project

Temos Quality Certification

The Temos certification programs are structure, system and process oriented quality programs holistically involving the whole organization into the quality scheme.

Temos employs a highly collaborative survey process that encourages innovation and does not force the facility to accept a generic template for international patient safety goals. We help hospitals, clinics and medical travel coordinators to find their highest levels of performance and quality for their international patients' and medical travelers' medical and non-clinical services.

- Temos certification and evaluation system is not a technical standard but a specialized quality assessment framework which consists of quality and safety scopes and basic principles for accomplishment based on evidence, international standards and best practices. Its integration into customers' daily operational and quality procedures is totally customized in order to fit into the special environment and needs of each one of the healthcare service providers.
- Professional & neutral assessment with a clear summary
- The whole hospital/clinic is visited in daily routine
 - All medical and non-clinical areas are visited
 - Identification of the potentials for quality improvement, process optimization and cost savings

- Potential for improvement is communicated directly in the respective ward/department/area and potential solutions are discussed with the hospital/clinic on-site
- Support and consultancy including the working experience of the Temos assessors from more than 80 countries worldwide
- The individual final report is written with contribution of all assessors and approved by the Temos Medical Board including
 - Assessed current status of quality for local and international patients
 - Comparison of current status to international standard and demands
 - Assessors' recommendation
 - Assessors' demands
 - Further individual information and comments
- Business and quality consulting is – if applicable, wished or needed – an integrated part of the certification framework and takes place throughout the whole process, e.g. during on-site visit or in the final assessment report where Temos assessors provide proposals and solutions within a creative interaction with the facility management in order to meet Temos criteria, achieve quality enhancement and business efficiency. Temos assessment is not based on criticism but on productive dialogue and support to the customer.
- Approved by several international insurances and assistance companies
 - Deutsche Assistance, Germany
 - Egypt In-Touch Assistance, Egypt
 - Eurocross, Turkey
 - MD Medicus, Germany
 - All assistance companies represent different (travel) health insurances

External Control

- The Temos certification programs were developed “on demand” in the frame of a European research project. Leading travel health insurances and assistance companies contributed due to their daily work experience and the existing lack of information about “quality for international patients” worldwide.
- ADAC, AXA, German Aerospace Center, Malteser, MD Medicus Mondial, Roland and further partners were involved and contributed.

- The Temos certification programs are **peer-reviewed**, regularly updated and supported by the **Medical Advisory Board** and **International Expert Committees**.
- Temos International is an ISQua institutional member. Further, starting in 2016 Temos International is going to prepare its Quality Management Standard to be accredited by ISQua.

Temos Assessors

- Highly experienced, professional and internationally educated and trained medical doctors, dentists, nurses, midwives, and quality management experts from ISO, EFQM, QHA, JCI, etc.
- Coming from: Germany, Greece, Turkey, Jordan, France, Singapore, Malaysia
- Working experience: > 80 countries
- All Temos assessors receive intensive training at the Temos Headquarters in Germany and accompany on-site inspections first as an on-the-job training before they accompany the inspections as assistant assessor and later leading assessor.
- All Temos assessors are aware of and consider different cultural backgrounds of their colleagues and customers worldwide.
- **Temos Assessors Advisory Board** provides support, advice and guidance to all assessors and the management based on field feedback and new events in the medical tourism field.

The Temos certificate stands for

Trust. effective medicine. optimized services.

Trust to receive the best possible treatment and services in the clinic/hospital for an adequate price.

- Trust in the medical services of the clinic/hospital
- Trust in the non-clinical services of the clinic/hospital and medical travel coordinators
- Trust in the management, doctors, nurses, therapists, technicians and administrative staff

The organization has understood and realized that continuous quality improvement programs and the respective **promotion by the marketing department** results in and should be used for:

- Increased patient satisfaction
- Increase the reputation and enhances interest in the clinic, hospital and medical travel coordinators
- Increase the number of patients for the clinic, hospital and medical travel coordinators

- Increase the number of travelling patients for the medical travel coordinators
- Safes money at the end of the day
- The Temos certificate is the first and only internationally approved and accepted quality seal in tourism medicine and medical tourism/medical travel
- The clinic, hospital and medical travel coordinators has been realizing the international understanding of ethics in medicine
- The clinic, hospital and medical travel coordinators offers state of the art medicine and fulfills the understanding of quality „Made & Med in Germany“
- The facility shows professionalism in daily routine also for international patients: international patients are not an exception but routine
- Free featured presentation on www.temos-certification.com as a certified clinic/hospital/medical travel coordinator
- Free featured presentation through the Temos media and distribution channels (please see below)
- Provides the relevant Temos certification program logo which you can proudly display on your website and marketing materials
- Patients, insurance companies, and assistances will look to work with organizations that have been certified by Temos
- Sets your organization apart and gives you a competitive advantage

Temos media and distribution channels

- Newsletter distribution list with > 3000 contacts
- Regular press releases
- Regular publication of Temos news on the website
- Publication of Temos Bulletin 2/year
- Postings in social network
- Invited speakerships at international conferences
- Invited participation and contribution to national seminars worldwide
- Participation with a stand at international conferences
- Temos Conference
- Temos workshops, seminars, and trainings worldwide
- Personal contacts of the Temos management and the Temos assessors

Further points, services and USPs

The Quality System has not only been developed together with international experts; the quality system has already **more than 70 customers worldwide** satisfied with the Temos services. These customers are available for direct contact and exchange about Temos.

- **Temos Conference** bringing together the Temos network and stakeholders involved in medical tourism and tourism medicine

Next Temos Conference: 03 – 05 December 2017 in Düsseldorf, Germany

- Access to the Temos community including insurances, assistances and medical travel coordinators
- Trusted partner of the German Ministry of Economy initiative “Health – Made in Germany”
- Trusted partner for Turkish Ministry of Health (Guideline on “International Patient Department Services)
- Trusted partner for Turkish Ministry of Economy (50 % reimbursement program)
- Temos certified facilities become free Diplomatic Council members. Medical care providers and medical travel coordinators that have passed the Temos certification will be exclusively awarded and listed in the “DC Preferred Partner Hospital/Partner Clinic/Medical Travel Coordinator” Directory. They as well will be officially recommended to embassies and consulates by DC. More information is available at [DC’s website](#).